



West Virginia Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Electronic Benefits Transfer (EBT) Mountain State Disaster Card

HOW TO USE YOUR D-SNAP MOUNTAIN STATE DISASTER CARD

NOTE: ALL D-SNAP BENEFITS WILL BE REMOVED FROM YOUR EBT ACCOUNT 120 DAYS FROM THE DATE OF ISSUANCE AND YOUR MOUNTAIN STATE DISASTER CARD (D-SNAP CARD) WILL NOT WORK. IF YOU HAVE A BALANCE OF REGULAR SNAP AND/OR CASH BENEFITS REMAINING IN YOUR ACCOUNT ONCE YOUR CARD HAS BEEN DEACTIVATED, YOU MUST REQUEST A REPLACEMENT CARD FROM YOUR CASE WORKER OR THE EBT HELPLINE IN ORDER TO USE THEM. YOU MAY REQUEST A REPLACEMENT CARD BEFORE THE 120 DAY PERIOD ENDS AND YOUR BENEFIT BALANCES WILL BE AVAILABLE ON YOUR NEW CARD.

D-SNAP benefits are accessible using your *Mountain State Disaster Card* (or *D-SNAP Card*). The card is active as soon as it is received. Use of the *D-SNAP Card* requires a four-digit *Personal Information Number (PIN)*. The PIN for your *D-SNAP Card* is the last four digits of your card number. For security purposes it is recommended you change your PIN upon receiving your card. To change your PIN please call the *EBT Helpline* at **1-866-545-6502**.

You can use your *D-SNAP Card* at participating SNAP stores wherever you see the *QUEST* logo displayed.

ALWAYS KNOW YOUR BALANCE BEFORE YOU SHOP:

It is important to keep your *D-SNAP Card* receipts because they list your remaining balance after each purchase. If you don't have your receipts, you may check your balance on the Internet at www.ebtaccount.jpmorgan.com or by calling the 24-hour *EBT Helpline*.

WHAT YOU CAN BUY WITH D-SNAP BENEFITS:

Your *D-SNAP* benefits can only be used to purchase **food and seeds** including items like infant formula, ice, and drinking water. *D-SNAP* benefits **cannot be used to purchase non-food** items such as diapers, soap, medicine, paper goods, pet food, alcoholic beverages, and tobacco products.

PURCHASING FOOD WITH YOUR MOUNTAIN STATE DISASTER CARD:

In order to purchase food with your *D-SNAP* benefits, swipe your *D-SNAP Card* through the *Point-of-Sale (POS)* terminal or hand your card to the cashier. The cashier will enter the purchase amount for you to review and, if it is correct, press the YES key. Enter your four-digit PIN on the keypad, which will appear as four asterisks (****) for security purposes, and then press the OK or ENTER key in order to complete the transaction.

The cashier will then hand you a receipt that you should review to make sure your transaction was completed correctly. **Retailers will not give you change for D-SNAP benefit purchases.** Only the exact amount of your food purchase is deducted from your D-SNAP benefit account.

Sometimes a POS terminal may not be working and you will be required to fill out a *food benefit voucher* to complete your purchase. You will need to enter your D-SNAP Card number and the purchase amount. You will need to sign the voucher to complete the transaction and you will be given a copy. It is important to keep the copy of the voucher to help remember your D-SNAP balance.

WHEN YOU SHOULD CALL THE EBT HELPLINE (1-866-545-6502):

- If your D-SNAP Card is lost or stolen, call immediately.
- If your D-SNAP Card does not work.
- If you forget your PIN call to choose a new one. **Do not try to guess the correct PIN. Four incorrect PIN entries will lock your card until 12:01AM the next day.**

EBT Helpline calls are limited to five (5) per day. This limit does not apply to reporting your card lost/stolen or selecting your PIN.

HOW TO USE EBT ONLINE:

You have unlimited Internet access at www.ebtaccount.jpmorgan.com. You can do the following online 24 hours a day, 7 days a week by logging in with an active card number and PIN:

- Check your account balances
- View and search your transaction history
- Change your PIN (only if you know your current PIN)

Check with the DHHR Customer Service Center at **1-877-716-1212** or your local Department of Health and Human Resources office if you have questions about D-SNAP and the D-SNAP Mountain State Disaster Card.

Check your balance, review your transactions and get other account information on the Internet at:

www.ebtaccount.jpmorgan.com

or via telephone 24 hours a day, 7 days a week:

1-866-545-6502